



**MP State Electronics Development Corporation Ltd.**

**(A Govt. of M.P. Undertaking)**

RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices

(MPSEDC/SRDH/ACGM/2014/019)

**Corrigendum Dated 5<sup>th</sup> July, 2014**

#	Reference	Existing Clause	Stands Amended As
1.	Title of the RFP and Wherever Mentioned in the RFP	Request for Proposal for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices	Request for Proposal for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices – USB based Single Finger Print Authentication Device, Point of Sale (PoS) Devices/Handheld Terminal Type A & B, Tablet Based Authentication Device and Mobile Terminal
2.	Section 1.2: Scope of Empanelment	<p>...The empanelment of agencies shall be carried out for the following product categories:-</p> <ul style="list-style-type: none"> <li>• <b>Category I</b> - USB based Single Finger Print Authentication Device</li> <li>• <b>Category II</b> - Point of Sale (PoS) Devices/Handheld Terminal Type A</li> <li>• <b>Category III</b> - Point of Sale (PoS) Devices/Handheld Terminal Type B</li> <li>• <b>Category IV</b> - Tablet Based Authentication Device</li> </ul>	<p>...The empanelment of agencies shall be carried out for the following product categories, which has integrated biometric sensor and extractor:</p> <ul style="list-style-type: none"> <li>• <b>Category I</b> - USB based Single Finger Print Authentication Device</li> <li>• <b>Category II</b> - Point of Sale (PoS) Devices/Handheld Terminal Type A</li> <li>• <b>Category III</b> - Point of Sale (PoS) Devices/Handheld Terminal Type B</li> <li>• <b>Category IV</b> - Tablet Based Authentication Device</li> <li>• <b>Category V</b>- Mobile Terminal</li> </ul>

#	Reference	Existing Clause	Stands Amended As
		<ul style="list-style-type: none"> <li>• <b>Category V- Mobile Terminal</b></li> </ul>	
3.	Clause 3.2 S.No. 7	Copy of certificate issued by STQC for Suppliers and Bio-metric Devices (Authentication) as per the ver 2.0, 4th April 2014	a. Copy of valid certificate issued by STQC as per ‘ List of Certified Suppliers and Bio-metric Devices (Authentication) ver 2.0, 4th April 2014’ b. Copy of valid certificate issued by STQC highlighting the FRR rating for the proposed device
4.	Clause 3.2 S.No. 4	The bidder should have a valid ISO 9001:2008	The bidder should have a valid ISO 9001:2008 or better
5.	Clause 3.3 Point B 2	<b>Turnover from Bio-metric device:</b> Bidder’s turnover from supply, installation, maintenance and commission of biometric devices in last 3 financial years (FY 2013-14, 2012-13, 2011-12) > 10 Cr = 15 Points 5 - 10 Cr = 10 Points 2 - 5 Cr = 05 points	<b>Turnover from Bio-metric device:</b> Bidder’s turnover from supply, installation, maintenance and commission of biometric devices in last 3 financial years (FY 2013-14, 2012-13, 2011-12) > 10 Cr = 15 Points >5 - 10 Cr = 10 Points 2 - 5 Cr = 05 points
6.	Clause 3.3 Point B 4	<b>Experience in Government:</b> Experience of supplying Biometric authentication devices for Government/ PSU projects in India	<b>Experience in Government:</b> Experience of supplying Biometric devices for Government/ PSU projects in India with project value greater than 20 lakhs.

#	Reference	Existing Clause	Stands Amended As
		<p>with project value greater than 20 lakhs.</p> <p>Above 3 Projects = 15 points</p> <p>2-3 Projects = 10 Points</p> <p>1 Project = 05 Point</p>	<p>Above 3 Projects = 15 points</p> <p>2-3 Projects = 10 Points</p> <p>1 Project = 05 Point</p>
7.	Section 3	Clarification on 'Experience of ... Biometric devices'	Please note that the experience of biometric device with similar form factor to any of the devices (USB based Single Finger Print Device, point of Sale (PoS) Devices/Handheld Terminal, Tablet Based Authentication Device, Mobile Terminal), which has integrated biometric sensor and extractor would be considered.
8.	Clause 4.1 Point g	The Empanelled agency has to ensure that the Biometric devices, application software functionalities and any other components, equipments, peripherals involved in implementation solution meet the current STQC/UIDAI guidelines and should continue to comply with any amendments / changes made to these standards by the above referred authorities, without any	The Empanelled agency has to ensure that the Biometric devices, application software functionalities and any other components, equipments, peripherals involved in implementation solution should meet the current STQC / UIDAI guidelines and should extent support with regards to any amendments / changes made to these standards in terms of software updates/upgrades by STQC/UIDAI, without any additional cost to the MPSEDC / User Department.

#	Reference	Existing Clause	Stands Amended As
		additional cost to the Concerned Department.	
9.	Clause 4.1, S.No. j	The Empanelled agency shall provide Software Development Kit (SDK) support for all popular software languages including Android/Java, .Net, C/C++ etc.	The Empanelled agency shall provide Software Development Kit (SDK) for at least Java, .Net, C/C++. The SDK should be compatible with all versions of Windows, Linux and Android Operating System.
10.	New Addition under Scope of Work Clause 4.1	NA	1) The Empanelled agency should develop a Demo Authentication Client application and it should be supplied to MPSEDC/User department along with each proposed biometric device.
11.	Clause 6.4	Rates should be inclusive of all Taxes, Duties and License Fees.	Taxes and Duties as per existing Government norms. In case, there is any change by Government in taxes in future, then actual taxes on the date of billing would prevail.
12.	Clause 8.10.1	Biometric devices supplied in the last 3 financial years (FY 2010-11, 2011-12, 2012 -13):	Biometric devices supplied in the last 3 financial years (FY 2013-14, 2012-13, 2011-12)
13.	Clause 8.10.2	Experience of supplying Biometric authentication devices for Government/ PSU projects in India with project value greater than 20 lacs.	Experience of supplying Biometric devices for Government/ PSU projects in India with project value greater than 20 lacs.

#	Reference	Existing Clause	Stands Amended As
14.	<ul style="list-style-type: none"> <li>• Clause 7.1 and 8.11.1, S. No. 21</li> <li>• Clause 7.2 and 8.11.2, S. No.27</li> <li>• Clause 7.4 and 8.11.4, S. No. 20</li> </ul>	SDK - Support for all popular software languages including Java,.Net, C/C++ / Android, etc.	Software Development Kit (SDK) support for at least Java, .Net, C/C++. The SDK should be compatible with all version of Windows, Linux and Android Operating System
15.	<ul style="list-style-type: none"> <li>• Clause 7.1 and 8.11.1 , S. No.22</li> <li>• Clause 7.2 and 8.11.2, S. No. 28</li> <li>• Clause 7.4 and 8.11.4 , S. No. 21</li> </ul>	API-Should be complied with latest API specification released by STQC	API-Should be complied with latest API specification released by UIDAI
16.	Clause 7.1 and 8.11.1, S. No 8	FRR rating <1.5 %	FRR Rating < 2%

#	Reference	Existing Clause	Stands Amended As
17.	Clause 7.1 and 8.11.1, S. No 20	Device should be compatible with - Windows / Android/ Linux	Device should be compatible with - Windows, Linux and Android
18.	Clause 7.2 and 8.11.2 S. No. 3	Memory: Total RAM 256 MB or higher Inbuilt Storage at least 1 GB	Memory: <ul style="list-style-type: none"> <li>• Total RAM 128 MB or higher</li> <li>• The Device should be capable to store minimum 5000 transactions without the support of any add on memory</li> </ul>
19.	Clause 7.2 and 8.11.2 ,S. No 26	Ingress protection (IP) Compliance - IP41 – Conditioning	This clause stands deleted
20.	Clause 7.2 and 8.11.2 ,S. No 21	Environment & Durability <ul style="list-style-type: none"> <li>• Dry heat Test – Operating (50±2°C for 2 hrs)</li> <li>• Cold Test - Operating (0±3°C for 2 hrs)</li> <li>• Dry heat Test (55±2°C for 2 hrs)</li> <li>• Damp Heat Cyclic (40°C for (12+12 hrs), No of Cycles: 2)</li> <li>• Cold Test (-10±3°C for 2 hrs)</li> <li>• Drop/ Free Fall Test ,in unpacked,</li> </ul>	As per the STQC specification “ <a href="http://www.stqc.gov.in/sites/upload_files/stqc/files/POS-Device-Certification-ver-0.6.pdf">http://www.stqc.gov.in/sites/upload_files/stqc/files/POS-Device-Certification-ver-0.6.pdf</a> ”

#	Reference	Existing Clause	Stands Amended As
		<p>switched OFF &amp; Normal handling condition (Height : 100 mm, Total number of falls = 2)</p> <ul style="list-style-type: none"> <li>• Vibration Test, in unpacked switched OFF condition (10-150Hz., 0.15mm/2g, 10 Sweep cycles/ axes)</li> <li>• Bump test -In packed switched OFF condition. (1000 Bumps, 40g,In vertical position )</li> </ul>	
21.	<p><b>New</b></p> <ul style="list-style-type: none"> <li>• Clause 7.2 and 8.11.2, S. No. 29</li> <li>• Clause 7.4 and 8.11.4, S. No 22</li> </ul>	NA	Sensory Type- Optical
22.	<ul style="list-style-type: none"> <li>• Clause 7.2 and 8.11.2, S. No. 20</li> <li>• Clause 7.4</li> </ul>	GPS -Industry standard 16 channel NMEA compliant GPS support	GPS – Should support GPS/A-GPS feature



#	Reference	Existing Clause	Stands Amended As
	and 8.11.4 S. No 14		
23.	Clause 7.4, and 8.11.4	Printer – 2" Thermal Printer	2" Thermal Printer - Integrated or external (Bluetooth/USB) should support English and Hindi Language.
24.	Clause 7.4 and 8.11 .4, S. No 9	Internal Memory – 4GB or above	Internal Memory- 4 GB or higher flash memory
25.	Clause 7.4 and 8. 11.4, S. No 6	Operating System- Windows/Android/IOS	Operating System – Windows/Android/Linux
26.	Clause no. 7.5 and 8.11.5 S. No. 17	Accelerometer, Ambient light sensor, Vibration	Accelerometer, vibration ,optional ambient light sensor
27.		Demonstration / Presentation of the Product by the Bidder :  Usability, Functionality and Features of biometric device  Technical parameters such as Aesthetics, Ruggedness , Weight, Number of Cores, Memory, FRR, Screen Size, Network(2G/3G),etc.	Each bidder at the time of Demonstration / Presentation should bring the proposed devices for empanelment. The Following parameters would be considered by committee during the Demonstration/Presentation of device by the bidders:  <b>A. Technical Features:</b>  • Category I - USB based Single Finger Print Authentication Device: False Rejection Rate (FRR), Platen Area, Ease in capturing the finger print in

#	Reference	Existing Clause	Stands Amended As
	<p>Clause 3.3 Point C</p>		<p>outdoor (in sunlight/ bright light), Scratch Proof Surface.</p> <ul style="list-style-type: none"> <li>• Category II &amp; III - Point of Sale (PoS) Devices/Handheld Terminal Type A: False Rejection Rate (FRR), Processor Speed, Memory, Battery, Screen Size</li> <li>• Category IV - Tablet Based Authentication Device: False Rejection Rate (FRR), Processor Speed, RAM Battery, Internal Memory, Screen Size</li> <li>• Category V- Mobile Terminal: Display, RAM, Inbuilt Storage, Battery</li> </ul> <p><b>B. Other Features:</b></p> <ul style="list-style-type: none"> <li>• Weight</li> <li>• Portability &amp; Aesthetics</li> <li>• Ergonomics</li> <li>• User friendly interface</li> <li>• Device image capturing time</li> </ul> <p><b>Kindly Note:</b></p> <ol style="list-style-type: none"> <li>1. The above parameters are indicative. MPSEDC reserve the right to assign marks to proposed devices at his own discretion.</li> <li>2. Bidders are requested to submit proposed device to MPSEDC at the day of Demonstration / Presentation</li> </ol>

#	Reference	Existing Clause	Stands Amended As
			for the testing purpose of MPSEDC. The submitted devices would be returned later (5-7 days) to bidders.
28.	Bid Data Sheet	Bid Submission Date	The last date of bid submission has been extended to 22/7/2014, 17:30 Hrs. For further details, kindly refer the revised Bid Data Sheet published as part of the corrigendum dated 30/6/ 2014.

**29. Clause 5.1 (Payment Schedules) stands amended as**

The State Government Departments who wish to procure the Biometric device shall intimate MPSEDC in regard to their requirement. MPSEDC shall inform the empanelled agencies in regards to the requirements provided by the concerned Department. The Department's procurement committee (Key stakeholders of Dept. and representatives of MPSEDC) shall choose the suitable empanelled agency, on the basis of which MPSEDC shall release a Purchase Order to the Empanelled Agency.

On the receipt of the purchase orders, the empanelled agency, within the time defined in the Service Level agreement, shall deliver the devices on the locations mentioned by the Department. The empanelled agency shall be responsible for obtaining all the clearances/road permits/ etc. to ensure delivery of the devices. After delivery of the device, the empanelled agency shall be required to install, commission and train the concerned Department official and obtain the satisfactory installation certificate.

The MPSEDC in coordination with the Department shall review the service levels adherence by the empanelled agency before making the payment. The Indicative payment schedule for the procured biometric device is mentioned below:

#	Payment Schedule	Payment	Submission
1.	On satisfactory delivery of the biometric devices at the location to be provided in the purchase	80% of the Order value of the quantity delivered	Payable against the following: <ul style="list-style-type: none"> <li>• Purchase Order</li> <li>• Original Invoice</li> </ul>

#	Payment Schedule	Payment	Submission
	orders by department/agency.		<ul style="list-style-type: none"> <li>• Delivery acknowledgment by concerned Department</li> </ul>
2.	After the satisfactory installation of devices at the designated locations. The concerned Department shall provide successful installation certificate.	20% of the Order value of the quantity delivered	Payable against the following <ul style="list-style-type: none"> <li>• Purchase Order</li> <li>• Original Invoice</li> <li>• Installation certificate</li> <li>• Approval from MPSEDC</li> </ul>

**30. Clause No 5.3 (Service Level Agreement and Penalties) stands amended as**

Service Level Agreement (SLA) will form part of the contract between MPSEDC and the empanelled agency. SLA defines the terms of the empanelled agency's responsibility in ensuring the timely delivery and the compliance to the Performance Indicators as detailed in this document. The empanelled agency has to comply with Service Levels requirements to ensure adherence to timelines, quality and availability of services.

The Purchaser shall have the right to expect the following service levels as also to impose penalty on empanelled agencies on its failure to meet them as under:

#	Description	Service Level	Penalty	Proposed Measurement Tool/Method
1.	The empanelled agency needs to deliver 100% of the ordered quantity of Biometric Devices	Within 5 Weeks	No Penalty	Delivery acknowledgment receipt by concerned
		>5 Weeks - 7 Weeks	5% of the value of undelivered quantity.	
		>7 Weeks – 9 Weeks	10 % of the value of	

#	Description	Service Level	Penalty	Proposed Measurement Tool/Method
	within 5 weeks from issuance of Purchase order by the Department / Agency		undelivered quantity	Department
		> 9 Weeks	The Contract may be terminated and the PBG may be forfeited.	
2.	Resolution of any software issue related to the Device(s) during the maintenance period through helpdesk support	Within 2 days from the reporting of issue	No penalty	Reports from Help Desk Tool calculated on periodic basis
		>2 days - 4 days	5% of the value of biometric device (in which the issue is reported)	
		>4 days - 7 days	10% of the value of the Biometric Device(s)	
		>7 days	20% of the value of the Biometric Device(s), subject to a maximum of 14 days. After 10 days empanelled agency shall replace the Biometric Device(s) with a new one. If not, an equal amount of the device shall be deducted from the subsequent payment milestone or from PBG	

#	Description	Service Level	Penalty	Proposed Measurement Tool/Method
3.	Resolution of any hardware or software issue related to the Device(s) during the maintenance period (for the cases where physical verification of device is required)	Within 3 days from the receipt of Device	No penalty	Periodic Report generate by service center.
		>3 days - 5 days	5% of the value of biometric device (in which the issue is reported)	
		>5 days - 7 days	10% of the value of the Biometric Device(s)	
		>7 days	20% of the value of the Biometric Device(s), subject to a maximum of 10 days. After 10 days empanelled agency shall replace the Biometric Device(s) with a new one. If not, an equal amount of the device shall be deducted from the subsequent payment milestone or from PBG.	

**Note:**

- a. The penalty amount shall be recovered from the subsequent payments being made to the Empanelled agency. The overall cumulative penalty under the contract shall not be more than 10% of the total value of the Contract.

- b. The penalty arising during maintenance period would be recovered from PBG deposited by empanelled agency
- c. In case the date of delivery falls over the weekend or a Gazetted holiday the same shall be delivered in the next working day.
- d. MPSEDC reserves the right to revise the above mentioned SLA, Penalties and Measurement Tool/Method after due consultation with all stakeholders.

**31. Clause 8.2 Checklist for Technical Proposal stands amended as**

(The technical proposal should comprise of the following basic requirements. The documents mentioned in this checklist along with this form, needs to be a part of the technical proposal)

#	Documents to be submitted	Submitted (Yes /N0)	Documentary Proof (Page No.)
1.	Covering letter for Technical proposal		
2.	Copy of Submitted E.M.D. as per Annexure IV		
3.	Power of Attorney/ board resolution for the Authorized personal signing the Bid		
4.	Statement of No deviation as per the format 8.3		
5.	Undertaking from the Bidder on devices supplied as per format 8.9		
<b>For Eligibility Criteria</b>			
6.	Certificate of Incorporation / Registration Certificate / MOA and AOA.		
7.	Order copy / installation /client certificate highlighting that Bidder is in the business of supplying, installing and maintaining of Biometric devices in India for last three years as on date of submission of bid.		

#	Documents to be submitted	Submitted (Yes /N0)	Documentary Proof (Page No.)
8.	Manufacturers Authorization letter as per the format 8.5 Or Self Declaration by the OEM		
9.	Certified copy of the ISO 9001:2008 Certificate or Better		
10.	<ul style="list-style-type: none"> <li>• Certified copies of Sales Tax &amp; VAT registration</li> <li>• Certified copies of PAN documents</li> </ul>		
11.	Declaration from bidder for not being blacklisted by any Government Entity as per the format 8.4		
12.	<ul style="list-style-type: none"> <li>• Valid copy of certificate issued by STQC for suppliers and Bio-metric Devices (Authentication) Ver. 2.0, 4th April 2014</li> <li>• Valid copy of certificate issued by STQC highlighting the FRR rating of proposed device</li> </ul>		
13.	Details of service centre operational in Madhya Pradesh as per format 8.6 Or Undertaking for setting up of service center in Madhya Pradesh as per format 8.7		
<b>For Technical Evaluation</b>			
14.	Technical Specification Compliance sheet in the format 8.11		
15.	<b>Bidders Turnover:</b> Copy of Audited Balance Sheet for last 3 Financial Years (FY 2013-14, 2012-13, 2011-12)		



#	Documents to be submitted	Submitted (Yes /N0)	Documentary Proof (Page No.)
16.	<p><b>Turnover from Biometric device:</b> Certificate from the Auditor clearly stating the overall turnover from supply, installation, maintenance and commission of biometric devices in last 3 financial years (FY 2013-14, 2012-13, 2011-12)</p>		
17.	<p><b>Biometric Devices supplied:</b> Copy of work order / PO and Client Certificate for Successful Delivery of devices in last 3 financial years (FY 2013-14, 2012-13, 2011-12) for the Proposed category ( I ,II/III/IV/V) And Submission of experience in the format 8.10.1</p>		
18.	<p><b>Experience in Government:</b> Agreement/Work Order and Completion certificate from Client (Government/PSU) clearly highlighting that bidder has supplied, installed and maintained Biometric devices of INR 20 Lacs (minimum) in the Government Department/PSU Or Purchase order from SI and SI Agreement with the Government, clearly highlighting that under the scope SI has to supply, install and maintain Biometric devices of INR 20 Lacs (minimum) in the Government Department/PSU And Submission of experience in format 8.10.2</p>		

#	Documents to be submitted	Submitted (Yes /N0)	Documentary Proof (Page No.)
19.	<b>Service Network:</b> Details of service centre operational in Madhya Pradesh as per format 8.6		
20.	<b>Technical Manpower:</b> Details of Technical Manpower available with bidder in the format 8.8- Certified by Auditor / Company Secretary/ HR		

**32. Clause 9.2 Financial Proposal stands amended as**

To  
Addl. Chief General Manager,  
MPSEDC, State IT Centre,  
Arera Hills, Bhopal

**Sub:** Submission of Financial Proposal

**Ref:** RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: \_\_\_\_\_ Dated: \_\_/\_\_/\_\_\_\_)

Financial Proposal for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices								
S. No	Category	Name	Item Description		Price			
			Make	Model	Unit Cost	Taxes	Total Cost (INR) = Unit Cost + Taxes	
							Numeric	Word

**Financial Proposal for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices**

S. No	Category	Name	Item Description		Unit Cost	Taxes	Price	
			Make	Model			Total Cost (INR) = Unit Cost + Taxes	
							Numeric	Word
1.	Category I	USB based Single finger print biometric authentication device						
2.	Category II	A. Basic POS device/handheld terminal Type A without additional components						
		<b>Additional Component</b> (Individual cost for these components both for hardware & software to be mentioned)						
		B. Magstripe reader and PIN pad						
		C. Smart Card Reader						
<b>Total for Category II (A+B+C)</b>								
3.	Category III	POS device/handheld terminal Type B						

**Financial Proposal for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices**

S. No	Category	Name	Item Description		Unit Cost	Taxes	Price			
			Make	Model			Total Cost (INR) = Unit Cost + Taxes			
							Numeric	Word		
4.	Category IV	A. Basic Tablet based authentication Device without additional components								
		<b>Additional Component</b> (Individual cost for these components both for hardware & software to be mentioned)								
		B. Printer								
		C. Smart Card Reader/Writer								
		D. Magnetic Swipe Reader								
<b>Total for Category IV (A+B+C+D)</b>										
5.	Category V	Mobile Terminal								